



Defense Logistics Information Service

**A DEFENSE LOGISTICS
AGENCY ACTIVITY**

2001 YEAR IN REVIEW

Welcome

Welcome to the Defense Logistics Information Service (DLIS). We are a subordinate command of the Defense Logistics Agency (DLA), a Department of Defense (DoD) Agency whose mission is to manage supplies and supply chains in support of the Military Services and other DoD Activities. This booklet provides you with an overview of who we are and what we do, with particular emphasis on last year's accomplishments.

DLIS manages the catalog for the Armed Forces. All military supplies and equipment from nuts and bolts to fighter jets and submarines are listed in the catalog. The catalog plays a vital role in the huge supply chains that sustain our nation's fighting forces. It serves as the common frame of reference that allows buyers in DoD to communicate with the nation's industrial base that produces the supplies and equipment used by the military. Our role is a fairly narrow one. We don't store or issue items. However, our nation's

Armed Forces use information from our data bases for virtually all logistics business performed, be it supply, maintenance, or transportation.

Our catalog lists nearly seven million items. We provide about 100 different pieces of information on each item. The information is standardized across all Military Services to provide the utmost in interoperability. Some of the information we maintain is used to help protect the environment. We specifically identify items that are friendly to the environment. Moreover, we manage information and systems that assist handlers of hazardous material. We are especially mindful of small business. We recognize that many small businesses do not have sophisticated computer systems to produce the documentation that manages hazardous material. So, we have worked to satisfy their needs by putting capabilities on the internet that assist them in environmental compliance.

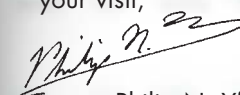
The technology through which we manage our large repositories of

information is rapidly evolving. The speed and connectivity of the internet is creating new opportunities for business. We are partners with a number of industry groups that are exploring new ways to conduct business in the information age. We are proud to be champions of small business. Just as we have provided hazardous material management capabilities to small businesses on the internet, so are we working with small businesses to make it easier for them to transact business with the Government in all areas.

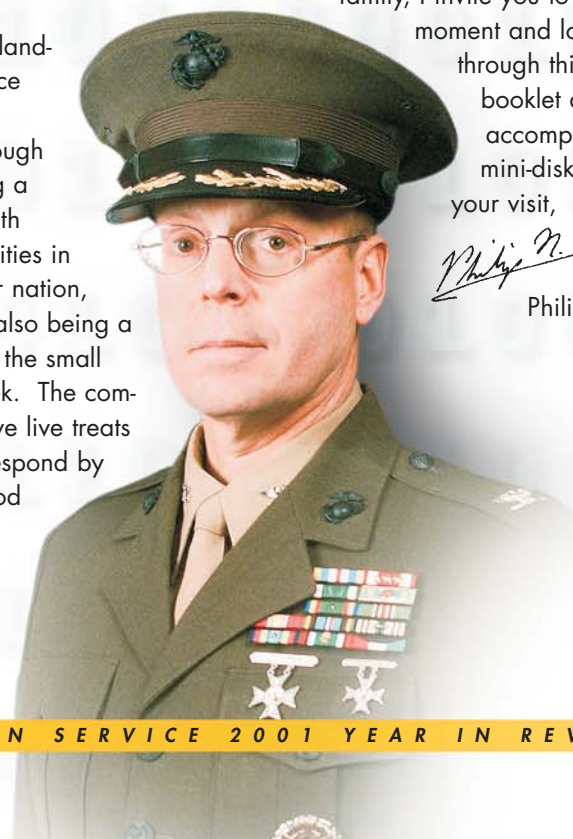
DLIS occupies the Battle Creek, Michigan Federal Center—a historic landmark that was once the Kelloggs' Sanitarium. Although we boast of being a Federal Center with global responsibilities in the defense of our nation, we take pride in also being a local landmark in the small city of Battle Creek. The community in which we live treats us well and we respond by trying to be a good neighbor. DLIS is always prominent at local events whether it's spon-


soring the Special Olympics or participating in a food drive. I am proud of our workforce. Our employees are eager to volunteer for worthy causes. They display the same diligence and industry they devote to their professions. The American Federation of Government Employees Local 1626 represents our workforce. Management and Union have formed a partnership to promote our mutual goals in providing for national security.

Whether you are a customer, a business partner, a neighbor in the community or a member of the DLIS family, I invite you to take a moment and look through this booklet and accompanying mini-disk. Enjoy your visit,



Philip N. Yff





PROFILE: Protecting Our Future Through Information

DLIS is the DLA activity that creates, manages, maintains, and distributes logistics information. Through that information we help protect our country, its service men and women, its taxpayers and many other constituents and stakeholders.

- **Protecting our Country (and its Service Men and Women).** Battles afar are won and security at home is assured when our military personnel and branches continue to have the logistical support they so richly deserve. We at DLIS provide information support through operations like our cataloging,

maintenance, and operation of the Federal Logistics Information System (FLIS). In 2001 we improved in many areas making the data used to support our military more accurate, available, secure, and timely.

- **Protecting the Taxpayers:** While our ultimate goal is to provide the critical information support for agencies and departments within DoD and beyond, we at DLIS never lose sight of who pays the bill for those services. In 2001 we improved our productivity tracking functions, supported initiatives to use information as a cost savings tool, and streamlined the contracting process for those doing business with the Federal Government.

- **Protecting the Environment:** In 2001 DLIS helped support two "Greening the Government" initiatives by applying our information management expertise to environmental concerns.
- **Protecting our Employees:** In 2001, we continued to actively recruit and develop diverse talent to our organization while simultaneously providing programs to improve the well being of our existing personnel.

- **Protecting (and serving) our Communities:** 2001 saw DLIS and its personnel continue their long tradition of being good members of the local community. From exposing local students to the workplace to supporting myriad charitable causes, we helped assure strong and healthy local communities.

We encourage you to dig into this annual report and see all that we did in 2001. We finished 2001 proud of our people and the services they provided to help bring about security and peace through the efficient and effective management of logistics information. We look forward to continuing this role in 2002.



Profile

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MISSION: To create, obtain, manage, and integrate logistics data from a variety of sources for dissemination as user-friendly information to meet or exceed the needs of DoD, Federal, and international logisticians.

VISION: We are recognized as the premier DoD logistics information broker and as a major broker of logistics information to Federal and international agencies.

Our customer base includes the Commander-in-Chiefs (CINCs), Military Services, other DoD, Federal, state, local, and non-profit agencies, private industry, international communities, and the general public. Partnering with global customers and suppliers, we create, maintain, identify, integrate data, and disseminate logistics information. We provide exceptional value by using best business practices and emerging technologies.

Our competitive advantage is the experience, talent, and diversity of our workforce. We are a customer-oriented team of logisticians and other professionals working in a knowledge-based organization focused on integrated logistics support.

Our workforce has a unique blend of expertise in integrated logistics, information systems, business process engineering, inter-agency project management, and enterprise data management.

Our core competencies are reinforced by continuous education and training, which ensure those competencies are relevant and maintained at the highest level. Our success is measured by customer satisfaction and being competitive in the global market.

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People are our most important resource and we believe that every employee within the organization is a major contributor to the success of our mission, sharing the vision and being empowered to accomplish their job.

FY01 BUDGET

Labor	56,554,795
Non-labor	63,501,780
	\$120,056,575

EMPLOYEE PROFILE

Total Number of employees	1,016
Average Age	47 years
Female	53%
People of Color	14%
Reported disabilities	17%
High School Education	99.9%
Some College Less Than a Degree	32%
Associates Degree	15%
BS/BA Degree	22%
MA Degree	5%
PhD Degree	0.2%

Recruitment

In our effort to maintain a high quality workforce, DLIS conducted numerous Job Fairs throughout the Battle Creek community as a key means of targeting potential applicants for

entry-level positions. Over 2,000 individuals attended the seven scheduled sessions. A special session was conducted at a local community agency, DeafLINK, where six hearing impaired individuals received an explanation of the overall application process. Quality candidates were referred for consideration as a result of this successful recruiting initiative. This program helps provide area students with essential job skills while acquainting them with the numerous job opportunities available in the Federal Government.

Throughout the year, 72 diverse high school and college young men and women were brought on board. Every student was matched with a mentor.

Internal Efficiencies

DLIS renewed the installation services contract with Peckham Industries, a nonprofit company sponsored by the National Institute for the Severely Handicapped (NISH). In FY01, under this partnership, contract costs were reduced by approximately 12 percent. Contract services provided included: document imaging of office records, graphics, mail, photography, receiving, publications and forms distribution to all Battle Creek Federal Center organizations.

DLIS serves as the DLA pilot site for the Defense Travel System. Progress continued toward implementing the paperless travel system through the issuance of digital certificate diskettes to all Defense Travel Administrators, authorizing officials and travelers.

In August 2001, all Federal Center travelers were provided the capability to send travel requests to the contracted travel office via e-mail, supporting the Paper Reduction Act.

DLIS also began mandatory use of the individual Government travel card whereby all transportation tickets and other travel expenses are now charged to individual travel charge cards rather than a corporate travel account. This allows rebates from the Bank of America to go back to HQ DLA for travel-related expenses.

Records identified as vital and necessary for the recovery of critical business processes are maintained in an

off-site storage repository. DLIS previously maintained and managed these records in a Government facility far from the Battle Creek Federal Center. Effective March 2001, the storage of these records was transferred to a closer commercial facility, resulting in an anticipated annual cost avoidance of over \$12,000.

A new 32-bit version of the DLIS Time and Attendance Productivity System (TAPS) was deployed to all users in July 2001 streamlining the time and attendance procedure. The new version reflects a more convenient screen for attendance, activity input and reporting message for the user. Edit rules were developed which prevent the user from inputting erroneous information, virtually eliminating reject listings from the interface of TAPS to our payroll and accounting system.

Managing Our Resources

Logistics Information Management

Since 1962 DLIS has been a cornerstone in the world of logistics information management for over seven million active items of supply residing in FLIS. Success of the military campaigns taking place in the world today reinforces the need for standardized information for cataloging items entering the supply chain. DLIS is the catalyst for this action. Therefore, it is critical that every effort be made to provide the Cataloger with quality resources and tools to accomplish this mission.

National Stock Number (NSN) Story

The NSN has official recognition by the U.S. Government, and many governments around the world. Each assignment is the result of careful review in a process called **cataloging**. When a new item is repetitively ordered, or when a new weapon system is provisioned by a Military Service, the items are cataloged. A wide range of data is assembled about each item including: price, item name, manufactur-

er's part number, physical characteristics, shipping data, shelf life, and disposal requirements. This data collection process is the backbone of cataloging because virtually everything useful about an item is collected and encoded into the computer system at DLIS. The system then assigns the next available number, creating a new NSN.

When a new weapon system is procured, one of the early efforts in the process is referred to as **provisioning**. Upon procurement, experts from both industry and Government meet to review all the component parts for the new system. They determine which parts need to be cataloged and which parts are already in the system. On average, about two-thirds of the components' parts already have an NSN assigned in FLIS.

All of the data about an item of supply in FLIS is referenced to an NSN. The data associated with NSNs is continually updated to reflect new

manufacturers, changes in item management, unit price changes, and other service unique data. The cataloging community refers to these changes as **catalog maintenance**; this process continues throughout the life of an NSN.

Although there are more than seven million items cataloged with an NSN, the NSN creates a central link between wide ranges of logistics data. Many folks in the DoD community benefit from the use of NSNs such as logistics managers, acquisition personnel, operations planners, and all industrial based assessment personnel as the NSN provides a standard method of identifying and tracking items of supply. NSNs are the key to achieving interoperability and supportability of current and future DoD weapon systems. NSNs allow for life cycle management and maximize the use of available resources by identifying items of supply that are interchangeable. The NSN is the key that unlocks valuable information about an item of supply.

Improving and Monitoring the Quality of Data in FLIS

The quality of information in DLIS databases and products has been given higher priority. Although the primary responsibility for quality within a particular data system or product resides with each Program Manager, last March DLIS established a new office to help monitor quality. This new office manages the Quality Database (QDB) in addition to operating the Government/Industry Reference Data Edit and Review (GIRDER) Program. This past year DLIS also developed a draft corporate Data Quality Plan to ensure quality data in all DLIS managed data systems.

The QDB was primarily developed to ensure the integrity of data in FLIS. The DLA Field Activities and all of the Military Services have joined DLIS in reviewing NSNs to ensure that FLIS data is in agreement with legacy data system files. DLA personnel, catalogers, and manufacturers can view the status of recommended or proposed changes to a reference number on a specific NSN on the QDB Web Page: <http://www.dlis.dla.mil/cattrack/>.

In May 2001, over 40,000 companies were requested to review their part numbers in FLIS for accuracy. To date, 32,000 of these companies have responded to the request, representing approximately 2.1 million reference numbers.

Most notable was the assignment of 242 new item names and 1,150 colloquial names, along with upgrading and revising an additional 106 item names and cross-referencing item names to a generic or trade name.

In another initiative, DLIS assigned 127 DoD Ammunition Codes to new or changed ammunition. Technicians performed 163 maintenance actions to the Federal Item Identification Guides (FIIGs), which aid the catalogers in selecting particular characteristics of an item that must be answered, like color, size, weight, etc.

In addition, DLIS created and revised several Federal Supply Classes (FSCs), one of which was FSC 1367 for Tactical Kits and Outfits. The supply classes assist catalogers in classifying items used by the Government.

Medical Identification Accomplishments

This year DLIS was a member of the Medical Item Identification Working Group assigned to address product information findings from the Joint Warfighting Capabilities Analysis (JWCA) – a long-term effort to improve the accuracy of the information on Medical supply items used by DoD. In collaboration with the Joint Readiness Clinical Advisory Board (JRCAB) and the Defense Supply Center Philadelphia (DSCP), this partnership will ensure valid information is available to our Medical customers as required by the Joint Staff Medical Division to support readiness management requirements. By comparing the commercially-based First Data Bank files with FLIS, the DSCP, Standard Automated Material Management System (SAMMS) and the Universal Data Repository (UDR), the team has already identified and addressed many information accuracy issues.



Several improvements to the UDR Medical Catalog were deployed this year. Among other enhancements, three data elements were included in the UDR – the Army Reportable Item Control Code (RICC) in Army Management Data; the Commodity Class Code in NSN Technical Detail; and the Environmental Attribute Code (ENAC) available now as a search to identify items of supply that have environmental characteristics.

DLA Weapon System Support Program (WSSP) Data Visibility

In collaboration with the DLA Systems Integration Office and the Air Force Materiel Command, a web application was developed that provides visibility of WSSP and FLIS

continued

Logistics Information Management

Logistics Information Management

data with a single query. This effort is part of the DLIS initiative to provide FLIS data on the Web and has been designed to reflect weapon system data for Air Force items registered in the DLA WSSP. Over the past year, this Web-based application moved from the prototype to the production version providing users with an on-line consolidated view of selected FLIS and WSSP data elements.

Demilitarization (DEMIL)

The DEMIL Coding Management Office (DCMO) is committed to protecting the warfighter from facing their own technology in the field and saving taxpayers dollars in the process. This office has completed its third successful year of operation, ensuring accurate DEMIL coding review and the Challenge Program validation. During 2001, approximately 533,000 NSNs were reviewed, recommending code changes on over 25,300. Twenty-

four percent of these were found to require total destruction, but were originally coded as no DEMIL required. Another five percent were coded for destruction when, in fact, they could have been sold to recoup Government dollars. In addition, as a result of the September 11th terrorist attacks, the DCMO completed an emergency DEMIL coding review of 25,757 Military and Civilian Chemical/Biological/Explosive material items, including their constituent components to ensure the Government would not inadvertently sell Munitions Listed Items to unfriendly buyers.

Improving the Registration Process for Government Contractors

The Central Contractor Registration (CCR) System was issued an official Authority to Operate on August 22, 2001. This system was built to accommodate and enhance the financial and procurement process. In 2001, CCR released the newest

changes to the registration page, eliminating under-utilized elements and adding new ones, maintaining a streamlined and efficient registration process for vendors. In addition, the CCR standard data extracts were enhanced to include more than 90 percent of the CCR data elements. The new 'Master' extracts are available via secured web site or File Transfer Protocol and are user-code and password protected. Authorized Government officials can integrate CCR data into their financial and procurement systems.

A Commercial and Governmental Entity (CAGE) Code is required when a contract in excess of \$25,000 is awarded to a vendor. For some Government agencies, the code is required regardless of the dollar value of the contract. With the establishment of the CCR in 1998, the majority of all U.S. CAGE Code data now originates from the CCR and renewal process. CCR has adopted a dual validation process; every CCR registrant is validated for

accuracy and completeness in both the Duns and Bradstreet (D&B) and CAGE database prior to becoming "active". Last year DLIS assigned 98,800 new CAGE Codes, a 13 percent increase over the previous year.

Provisioning Accomplishments

DLIS supports the Military Services in their various provisioning review processes that facilitate the selection, procurement and cataloging of supply items required for sustaining weapon systems. One major DoD benefit is the cost savings from performing item entry control prior to NSN assignment. During FY01, DLIS participated in 45 provisioning conferences. Our support to these conferences resulted in an electronic review of over 64,000 items and manual review of an additional 36,000. As a result of these reviews, DLIS technicians offered 1,287 substitute items, corrected over 10,000 FSCs/Item Names, and identified over 22,000 other cataloging discrepancies. Additionally, customers can now receive their provisioning output on 18-track cartridge, FTP, CD-ROM, or DVD, versus 9-track round tape or listing.

Special Projects in Support of Our Customers

Each year, DLIS assists the Military Services to ensure that the information used by the warfighter is current and accurate. Last year was no exception as evidenced by the following examples of special projects:

- Verified the correct combinations of Army Source Codes and Inventory Management Processing Codes to ensure the visibility of all obsolete items no longer authorized for procurement.
- Assisted with the Joint Hazard Classification Systems (JHCS) project to resolve hazardous data discrepancies between JHCS, FLIS, and the Army's Commodity Command Standard System database.
- Supported the United Nations' Inter-Agency Procurement Services Office (IAPSO) to create a database to search and correlate Approved Item Names (AINs) to codes in the United Nations Common Coding System (UNCCS).
- Identified existing NSNs and contacted vendors to verify price and

availability of parts in an effort to assist the Naval Air Warfare Center Training Systems Division to populate the Navy Material Support Tracking System (MSTS).

- Supported the Navy Reference Number (RN) reconciliation project geared toward reconciling discrepant RNs between FLIS and Navy Systems.
- Developed a web site to accelerate the Item Reduction Study (IRS) process in partnership with the Military Services, GSA, and the DLA Centers.
- Continued to work as a member of the DLA Contingency Support Team to develop the requirements and design for a web-based application that will provide participants the ability to input their special training and skills into a database. This database can then be searched when the need arises to find those individuals who possess special skills or training in times of need.
- And many others.

Environmental Awareness

DLIS continued to pursue ways to keep our customers aware of the environmental characteristics of an item in the supply system satisfying the requirements of Executive Order 13101, "Greening the Government through Waste Prevention, Recycling and Federal Acquisition" and Executive Order 13148, "Greening the Government through Leadership in Environmental Management". This was accomplished through the following initiatives:

- The development and deployment of the Environmental Reporting Logistics System (ERLS), a DLA Automated Information System (AIS) data warehouse that captures hazardous material and pollution prevention information from DLA supply systems that centrally manage the data.

- Pursuant to a decision made by the Services/Agencies and DLA, an Environment Attribute Code (ENAC) was established. DLIS implemented the capability to provide ENACs for FLIS ensuring the S/A systems properly reflect this attribute.

The Hazardous Materials Information System (HMIS), the central repository for Material Safety Data Sheets (MSDS) and associated data for hazardous materials is now available via the World Wide Web (WWW) and quarterly CD-ROMs. DLIS is currently redesigning the system to be the Hazardous Materials Information Resource System (HMIRS) scheduled for implementation April 2002. Overall, HMIRS will reduce manual input, facilitate document submittals, reduce the Government's liability, and improve the overall access time to the user in the field. ■

Logistics Information Management

Information Technology

We emphasize the importance of managing and integrating the elements needed to field a dependable system that meets identified needs. Our experience and procedures covering configuration management, system testing, and security are proven for successful fielding of systems.

Information Assurance

Cyber attacks have become one of the most prevalent threats to information systems worldwide. DLIS has instituted a more secure information environment by detecting suspicious activity and deterring "unwanted guests." DLIS



incorporated Intercept software to provide this defense of our assets. The software will stop intrusion while the acts are taking place.

DLIS has ensured its network, production systems, web sites, and applications have been documented, tested, and have a signed letter of Approval to Operate. DLIS also issued Public Key Infrastructure (PKI) certificates to all employees to use with future systems, the first one being the Defense Travel System.

Unicenter and eTrust Test Site

The need to monitor and protect information systems is a constant challenge. DLA entrusted DLIS to lead the effort in testing a product that will provide protection for DLA's hardware and software worldwide. The Unicenter suite of products was selected to provide the "eyes and ears" needed for

monitoring the network all the way down to individual program modules. In addition to providing alerts of attacks from external forces, the Unicenter provides business views into the network depending on the expertise of the user. It also provides alerts when the configuration of the network, a server, or any other peripheral is altered without authorization.

CCC/Harvest

DLIS is widely recognized as a leader in the Agency for our outstanding configuration management practices, processes, and procedures. In support of the DLA Collaborative Configuration Management team, DLIS spearheaded the purchase of corporate licensing for the CCC/Harvest configuration management tool. This tool provides a single repository to collect objects as well as documentation for control during the life cycle of a system.

Quality Assurance Testing Continuity of Operation (COOP)

COOP involves preparing for a possible disaster in our computer complex and the capability to continue to provide our support to the warfighter. FLIS, located at the Defense Enterprise Computing Center (DECC), Columbus, OH, was the object of a COOP test for the third year in a row. A mock disaster was declared on July 9, 2001, mobilizing the designated off-site backup location. The DECC led the restoration of FLIS on different hardware with the assistance of personnel from DSIO. DLIS quality assurance testers exercised the reconstituted FLIS to ensure functionality. The results of the test were successful and our best attempt to date. Each test provides lessons-learned which are applied to the next round of testing.



With the centralization of all DoD Cataloging at DLIS, we stand committed to improving all aspects of cataloging, promising the opportunity for further savings and efficiencies.

Cataloging Reengineering System (CRS)

To support centralized cataloging in Battle Creek, an optimized system is required. The CRS will satisfy this requirement using a Commercial-Off-The-Shelf package. DLIS has been actively working in partnership with the Military

Services, DLA, NATO, and other agencies to integrate their unique systems into a single system. The CRS obtained Program Executive Officer approval and is currently in the development/testing phase. The deployment of CRS functionality is scheduled in four increments beginning in 2002.

Fuels Cataloging Transfer Project

In August 2001, the transfer of all cataloging responsibilities from the Defense Energy Supply Center (DESC) to DLIS was completed. A Business Plan complete with Process Flow Guides (PFG) was

developed and signed on October 31, 2001, to affect an orderly transfer of responsibilities. DLIS catalogers have completed hundreds of transactions ranging from the transfer of management responsibility to fiscal year 2002 price changes. Open communication between the organizations has resulted in improved support to all Services and Agencies.

Cataloging Workload Tracking (CWT)

The CWT system enables DLIS to record, track, and suspense all cataloging actions to ensure that they are timely, accurate, and complete. The system continues to improve through internal enhancement of existing capabilities and the addition of new functional responsibilities. Until the implementation of CRS, DLIS will continue to utilize the CWT to record, track, and suspense cataloging actions.

Cataloging for Federal Aviation Administration (FAA) and the National Weather Service (NWS)

On a fee-for-service basis with the FAA, DLIS processed approximately 43,000 new item and maintenance transactions, three item reduction studies, completed over 600 collaborations, 12 special projects, worked two provisioning documents and participated in one provisioning conference.

Through another fee-for-service agreement with the NWS, DLIS participated in the Next Generation Radar (NEXRAD) logistics working group meetings, finalized cataloging and provisioning actions for the NEXRAD illustrated Parts Breakdown Working Group and maintained logistics data for all their NWS systems, involving approximately 20,000 NSNs.

Cataloging Excellence

Products And Services

DLIS is committed to providing logistics information to our Armed Forces, allies, and varied customers worldwide. Using technological advances and other process improvements, we continually improve our products and services to provide the best value.

Providing Catalogs That Fit the Needs of Our Customers

Over the last year, DLIS has made significant advancements in providing customers with support and tools in the format they need, whether hard copy, CD-ROM, Digital Versatile Disc (DVD) or over the Internet. CD-ROM continues to be the media of choice for customers requiring distribution of logistics

information. With the increase of video applications and databases requiring multiple discs, DLIS has advanced to meet this challenge through DVD development. The DVD has seven times the storage capacity of a CD-ROM. The following are just a few examples

- Deployed new 32-bit CD-ROMs utilizing the enhanced features of the Win95/98/NT environments while incorporating features such as a Graphical User Interface (GUI), position sensitive help, web-browser support, multiple database support, and XML technology.
- Produced over 35 logistics products on over 2 million CDs, distributed to more than 60,000 customers worldwide.
- Published a monthly CD-ROM of maps, charts, and related products in support of the National Imagery and Mapping Agency (NIMA). After the terrorist attacks of September 11, 2001, enhancements were made to highlight the maps applicable to Afghanistan. DLIS also assigned 15,469 stock numbers to worldwide maps and

charts for the E-catalog in use by 6,000 customers.

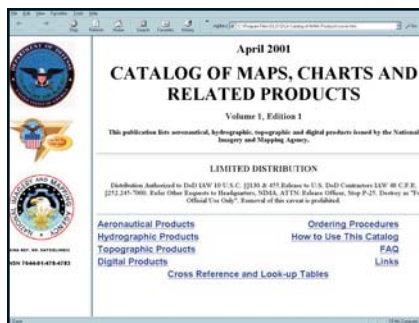
- Published the Afloat Shopping Guide (ASG), a Navy catalog used in assisting fleet personnel in identifying common shipboard or shore-based items. DLIS provides a hard copy (by request) of all three volumes and includes a CD-ROM version that is distributed to over 2,000 Navy and Coast Guard customers. Last year, an electronic version of the catalog was added to the DLIS Web Page, under the Navy Cataloging page at www.dlis.dla.mil/Navy/asg_guide.asp.
- Enhanced the November 2001 FED LOG product by making the batch query process more flexible, enabling users to better tailor output. Over 36,000 sets of FED LOG, almost 145,000 CD-ROMs, are distributed monthly. During the past two years, the number of FED LOG DVDs distributed monthly has increased to 1,230. FED LOG is LAN compliant and is also available through the Internet. Over the last year FED LOG had 9,200 users process 1.2 million queries using the Internet.
- Federal Item Identification Guides (FIIGs) and the FLIS Procedures Manuals were converted from hard copy to CD-ROM and the WWW.

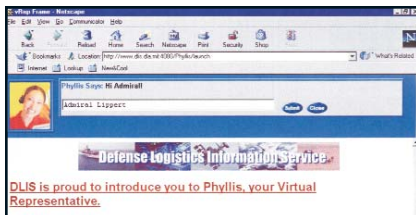
The FIIG documents represent over 604,000 pages. The FLIS Procedures Manuals were printed in 16 volumes, each containing over 100 pages. The WWW and CD-ROM products are easier to use allowing users to move from one topic to another without having to leaf through multiple pages. These publications can be accessed on the DLIS Web Page at www.dlis.dla.mil under the Forms and Publications section.

Expanded Utilization of the Web

Remaining on the leading edge of technology to provide the right information to the warfighter at the right time has continued to be a primary objective. DLIS...

- Implemented an on-line bidding and solicitation application for the Defense National Stockpile Center (DNSC). This application removes much of the manual process previously involved and provides the customer a faster alternative to bidding on solicitations.
- Maintained and updated several web pages for DLA: A-76, travel, procurement activities, and the various expo pages.
- Posted a copy of the DLA Handbook of Disaster Relief Items on the DLIS





Web Page. This catalog identifies the most frequently needed items used in disaster relief efforts.

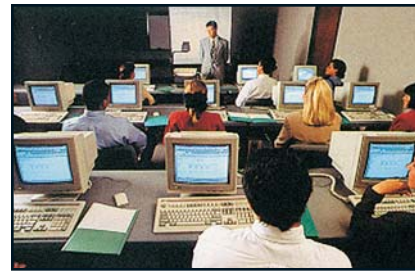
- Implemented a new web-based technology for the delivery of logistics information products and services. Phyllis, the DLIS Virtual Representative or vRep™ was made available to our customers to provide accurate, detailed, and consistent information in response to questions, and to perform database lookups for logistics information. A conversation data log is maintained to accurately measure the intent of a customer during a web session. The DLIS vRep team was recognized for their outstanding contributions to customer support through technology as a recipient of the DLA Team Performance award for 2001.
- Offered web access to the most current FLIS data available. While users still prefer the Graphical User Interface (GUI) within LOLA 97, technology is allowing us to also provide some FLIS data via the WWW in a secure mode.

- Responded to a need for CAGE Code/Part Number/National Item Identification Number (NIIN) cross-reference capability via the WWW without the use of a user ID/password. Many manufacturers need this access for simple research to determine if there is an NSN already assigned to a part number. We processed over 126,000 queries through a public FLIS query web site that was implemented last year.
- Implemented the item identification, basic reference, management, and phrase data views in a restricted web site on the DLIS Web Page in January 2001. The new application is called WEBFLIS and is available only to users with an assigned user ID. DLIS will incrementally add data views in the future.

Logistics Training – A Key to Service

To improve our customers' knowledge base, DLIS provided flexible training options to DoD, other Federal Government, and international customers. These initiatives focused towards expanding the delivery media and content of our logistics support based training. They include:

- Partnered with the Atlantic Pacific Group (APG) on providing 'train the trainer' sessions on the Logistics Exchange Toolbox. Additionally,



we presented the topics of the "NSN and NSN Search Tools" at the NAVICP Academy in a two-week course for both military and civilian students that outlined the various aspects of Navy Logistics.

- Pursued "Satellite-to-Desktop (PC)" delivery. In this scenario, instructors broadcast courses using a satellite equipment setup. Delivered over the Internet, the courses are taken by students at their own PCs. One-way video (students view the instructor), and two way audio (instructor and students can converse) are involved.

With an increased emphasis on doing more with less, the use of these new technologies improves our ability to deliver "just-in-time" training to meet the needs of the warfighter.

Data Extracts

Our technological capabilities allow us tremendous flexibility in managing data extract requests from customers, providing them with information specific to their needs. Our customers utilize the data from these extracts to establish their own systems, file reconciliation, item identification improvement, data purification, and special projects. In FY01, DLIS developed and produced 4,495 tailored extracts, a 16 percent increase from the previous year. These extracts generated over 5.6 billion records. The continued growth in customer requests reflects an intense need for data in today's dynamic logistics world.

LOLA Update Has Another Banner Year

A change was implemented to the LOLA Update providing new capabilities for characteristics input. For the second year in a row, over 700,000 cataloging transactions were submitted through LOLA Update.

Products And Services

Logistics Initiatives

DLIS is constantly exploring new solutions for America's warfighters. This is accomplished through the various programs and initiatives sponsored by DoD, DLA, or Services/Agencies, using state-of-the-art electronic data interchange and logistics management systems.

Electronic Commerce Code Management Agency (ECCMA)

DLIS continues its collaboration with ECCMA in developing a common system of attributes to describe products in the e-commerce marketplace. ECCMA has recently announced that it is using as its baseline the U.S. Federal Catalog System (FCS), adopted as the NATO Codification System (NCS) and used by over 40 nations around the world. The correlated standards will assist in the automatic transfer and interface of product-related data between the supply management and purchasing sectors of the Governments of the U.S., allied and NCS member nations, and private sector.

DoD Electronic Mall (EMALL)



EMALL is a DoD developed electronic mall that provides customers a single point of entry for their purchase needs. Point! Click! Ship! DoD provides off-the-shelf finished items from commercial suppliers as well as NSN items from the Depots. It offers cross-store shopping to compare prices and other best value factors to simplify purchasing for the supply officer, supply clerk, or the person in the field in need of quick access for an item.

Currently, DLIS provides the operations management, supplier integration, and help desk support for EMALL. This year, services were expanded to include an Information Technology (IT) and Training Corridor, and a search capability that enables customers to locate environmentally preferred items (BUY GREEN). As a result of these enhancements, DoD EMALL sales continued to increase from \$3 mil-

lion in FY00 to over \$6 million in FY01. DLIS added 15 new suppliers last year bringing the total number of commercial and NSN stocked items to over 17 million and our customer base doubled to over 4,000 users worldwide. DoD EMALL upgrades continue to meet customer needs by improving the ease of use. Clearly DoD EMALL is becoming the electronic shopping mall of choice for DoD. Point! Click! Ship!

Logistics Information Network (LINK)

LINK provides a single point of entry to multiple logistics systems operated by DLA, the Military Services, and the General Services Administration (GSA). LINK queries grew to 8 million, the 6th year of increase since DLIS was given the program in FY95, and a 10 percent increase over FY00. PCLINK continues to be the workhorse, but WEBLINK queries are up 40 percent over last year. PCLINK received IT21 Certification from the Navy for use aboard ship. DLIS added the 15th database to LINK, the Distribution Standard System (DSS), to help customers track their DLA shipments and released WEBLINK International for the international logistics community.

Additionally, DLIS placed a full-time LINK System Administrator in Wiesbaden, Germany, to provide customer support for Europe and the Middle East. Together with our LINK System Administrator in the Pacific, and our Continental U.S. help desk, LINK is committed to worldwide customer support.

Defense Supply Expert System (DESEX)

DESEX was initially established in 1991 by DLA to improve customer service at the DLA Supply Centers' Emergency Supply Operations Centers. In 1992 it was adopted by the Joint Logistics Services Center as a standard system established throughout DoD. In January 2000, DLIS assumed program management of DESEX at the request of DLA.

DESEX is an automated computer system accessed through telephone, WWW or e-mail allowing submission, tracking, and modification of supply requisitions. Customers can independently check asset availability at 17 DoD Inventory Control Points (ICPs), 24 hours a day, 365 days a year. This year, DESEX responded to over 4.6 million telephone calls, Web and e-mail

requests. Requirements were developed to dramatically enhance and upgrade the system in the future using a concept called Virtual Defense Supply Expert System.

New Extensible Markup Language (XML) Technologies Pursued

DLIS entered the new millennium by aggressively pursuing the newest Internet technology known as XML. Recognizing the potential value XML will have in the development of new logistics data product offerings, DLIS established an internal working group. DLIS is forging partnerships with external XML work groups as well. These include a newly established membership in the World Wide Web Consortium (W3C) and involvement with both the Federal XML Working Group and the DoD XML Working Group. DLIS is currently developing an XML interface to FLIS data and is working with both internal and external customers to refine the capability. As we increase our understanding of XML, it's possible that virtually all our data will be made more accessible using XML.

A major component in the successful use and implementation of this tech-

nology is the development of an XML Resource Library as an emerging e-business/e-commerce (eb/ec) XML repository system. The XML Resource Library, sponsored by the Joint Logistics Community, is scheduled for deployment in 2002 and will provide active/run-time capabilities in support of the exchange, transformation, and integration of data. Other functionalities will allow the user to register, submit, search, classify, create packages, and extract other types of data.

The XML Resource Library supports the ebXML commercial specifications. Beyond ebXML compliance, the XML Resource Library is a critical building component to inter-operability architectures. One of these architectures is commonly referred to as Product Data Markup Language (PDML).

DLIS has already partnered with GSA and the National Institute of Standards and Technology (NIST) to reuse this registry for the Federal Government once the first version of the XML Resource Library development is deployed. NIST is also using this development to support the Environmental Protection Agency. Other organizations are starting to show interest as well.

Integrated Metadata Repository System (IMRS)

The IMRS is a metadata management tool intended to support the consistent management of data across the enterprise. The ISO/IEC 11179 Metadata Management Standard defines the IMRS functionality.

Information that describes the meaning (semantics) of data elements and terminology is called metadata (data about data). Therefore, metadata is specific information about what data means, the circumstances (context) it is used in and the significance (content).

Metadata contained within the IMRS is used to support application development and data integration with semantic consistency (meaning) of data elements in a given environment. For integration of data and/or inter-operability the

semantics must be right. Inter-operability is not just making the data available but assuring a correct understanding of the terms and data names exchanged.

The IMRS will be operationally deployed at DLIS in 2002. Current efforts are in progress to populate the repository with metadata describing all the DLIS operational repositories and then use the metadata for configuring an integrated environment at DLIS. A near-term goal is to include the DLA Business Systems Modernization (BSM) interfaces (120+) to allow reuse by others doing similar Enterprise Resource Planning (ERP) implementations. The longer-term goal is to include the IMRS in the DoD Logistics Data Management Program.



Logistics Initiatives

International Support

DLIS serves as the U.S. National Codification Bureau (NCB) for item identification and cataloging U.S. manufactured items for NATO and other foreign governments. Responsibilities include cataloging NATO items, providing training and technical support in international codification, and serving on NATO panels and task groups.

The U.S. National Codification Bureau (NCB)

Cataloging requests are processed from the Services and Supply Centers for all items manufactured overseas that require NSN assignments by the National Codification Bureaus (NCBs) of NATO countries. "NATO" cataloging support generally represents almost one-third of all annual "new item" cataloging workload. This volume reflects the significant place in the worldwide defense market held by U.S. equipment.

Over the past year, 44,603 requests for U.S. NSN assignments

were processed as well as over 3,500 U.S. requests for NATO NSN assignments. Some special NATO cataloging projects included: processed over 28,000 stock number requests for the Turkish Naval Forces; prepared a detailed extract for the Greek Army of 1,478 items related to the T-6A Training Aircraft from Raytheon Corporation; and upgraded cataloging data on the High Mobility Multi-purpose Wheeled Vehicle from AM General Corporation for Denmark. Each NCB is responsible for assigning CAGE Codes to national companies. To assist them in this process we developed an electronic form for requesting CAGE Codes, which can be completed on the Internet and routed via e-mail to the appropriate NATO NCB for action.

NATO Codification System (NCS) Continues to Expand

The NCS, the cataloging system shared by the NATO member countries based on the U.S. FCS,

provides the "common language of logistics" to enhance inter-operability between the U.S. and its allies. In addition to the NATO powers, 22 other countries are sponsored members of this standard system. These include Austria, Argentina, Australia, Brazil, Bulgaria, Chile, Croatia, Estonia, Fiji, Korea, Kuwait, Lithuania, Malaysia, New Zealand, Philippines, Romania, Saudi Arabia, Singapore, Slovenia, Thailand, Tonga, and United Arab Emirates. In 2001, the following new non-NATO countries applied for sponsorship in the NCS: Egypt, Macedonia, Oman, Russia, and South Africa. DLIS serves as the U.S. representative on the NATO Allied Committee 135 (AC/135), the governing body of the NCS.

DLIS has taken a leading role in the expansion of the system outside the NATO alliance and continued to do so in 2001. In Eastern Europe, DLIS has worked closely with members of the Partnership

for Peace (PfP). In support of the EUCOM J-5 "Mil-to Mil" program, DLIS conducted an NCS seminar in Latvia. Similar events were also held in the former Yugoslavian Republic of Macedonia, Bulgaria, Romania, and Slovenia, during which a comprehensive overview of DLIS and the NCS addressed how cataloging fits into the logistics system.

In the Pacific Rim there are nations that participate in the NCS through the Pacific Area Cataloging System (PACS). DLIS serves as the U.S. Representative to this organization which functions under the Pacific Senior Officers Logistics Seminar (PASOLS), sponsored by the Pacific Command (PACOM). Representatives from Australia, Brunei, Canada, Indonesia, Japan, Malaysia, New Zealand, Papua New Guinea, Singapore, Republic of Korea, Thailand, Tonga, and the United States attended the 2001 annual meeting in Kuala Lumpur. The primary logistics information

product of the PACS Forum is the PACS Master Cross Reference List, produced by DLIS. This CD-ROM publication is a compilation of supply information from seven countries representing nine million items of supply, which provides a foundation for multi-national inter-operability.

DLIS also gives cataloging advice to countries outside of PFP and PACS, such as Brazil and South Africa. At SOUTHCOM's request, DLIS provided briefings to the Columbian Ministry of Defense under the auspices of "Plan Columbia."

Each year, DLIS hosts visits by delegations from allied nations. In FY01, these included a high-ranking delegation from Egypt, representatives of the Korean Defense Procurement Agency, and representatives from the NCBs of Canada, Netherlands, United Kingdom, Germany, and the NATO Maintenance and Supply



Agency (NAMSA). In concert with AC/135, DLIS is also participating in a program called BASELOG, which coordinates the support from the NATO countries to new nations seeking to adopt the NCS. This year a DLIS staff member was "team leader" of the BASELOG "expert team" visits to Estonia.

International Logistics Data Exchange

Over 2.8 million active items in the FCS have at least one registered allied user. When information

changes related to an NSN, the user record drives the output of data to update worldwide wholesale and retail logistics files. Our allied nations are a full partner in this process. In 2001, almost 30 million records of catalog information were output to international nations. In a mirror to this operation, DLIS receives and processes

cataloging transactions from the NATO NCBs on non-U.S. NSNs used by the military departments. Over 70,000 non-U.S. NSNs are active within the FCS.

continued

International Support

International Support

Training Provided to International Students

The expansion of the NCS has brought about an increased demand for training in various aspects of national and international logistics data management operations. This year DLIS conducted the second offering of the NCB College, an eight-week training program, July 23 – September 14, 2001. DLIS hosted ten students from the nations of Brunei, Ecuador, Estonia, Hungary, Korea, Lithuania, Macedonia, and Switzerland. The objective of this

training officially known as the “Logistics Information Management Course for International Logisticians” is to provide a baseline of knowledge to support foreign logisticians in their development or enhancement of an NCB.

The 9th International Symposium on NATO Codification

The NATO Group of National Directors on Codification, also known as Allied Committee 135 (AC/135), sponsored the 9th International Symposium on NATO

Codification in Luxembourg on September 18-20, 2001. The theme of the Symposium was “Meeting the Challenges of the New Millennium: NATO Codification, the Key to Modern Logistics.” As the U.S. representatives to AC/135, DLIS played an active role in organizing and conducting this symposium. Over 400 defense logisticians from 44 countries around the world attended this very successful conference.

Foreign Military Sales (FMS) Continue to Grow

DLIS is one of two DLA field activities that develops and administers their own FMS cases. DLIS provides publications, cataloging, logistics data services, and training to foreign Governments through these cases, or through those written by the military departments. In FY01, DLIS had 66 open FMS cases serving 33 foreign countries/organizations. Total case value exceeds \$1.6 million. With the continued interest

and expansion of the NCS throughout the world, the demand for such services continues to grow.

Host to the 80th Main Group Meeting

Last fall, DLIS was honored to host the 80th Main Group Meeting of the NATO Group of National Directors on Codification (AC/135). The AC/135 Committee is comprised of high ranking military and civilian representatives from each NATO member nation. The delegates are the governing body for a common system of military cataloging called the NCS. The Main Group meetings are held semi-annually. ■



Our efforts to provide the warfighter with the right information at the right time is accomplished through increased responsiveness, visibility, and accessibility of logistics resources.

Forward Support in Europe

This year DLIS had two individuals selected and assigned to Wiesbaden, Germany, for a six-month rotation as forward representatives in Europe. Their duties include: conducting training to military personnel on DLA/DLIS products and services; assisting customers in gaining access to DLA products and systems; assisting DLA CSRs in researching and resolving customer problems; distributing promotional information to introduce DLA Europe (DEUR) customers to DLA/DLIS products and services; and providing hands-on technical support to customers in the use of DLIS automated systems.

The DEUR representative also provided a forward presence by staffing the DLIS Marketing Booth at the 9th NATO Symposium on Codification.

Customer Surveys

We continually assess our products and services to ensure they meet customers' needs. Customer surveys are a prime tool to measure customer satisfaction. Last year, in partnership with Western Michigan



University (WMU), survey personnel completed a qualitative study of the DLA Joint Total Asset Visibility (JTAV) System. Another survey was developed to measure customer satisfaction and was administered to over 2,000 DLIS cataloging customers. Two comprehensive studies were initiated this year. One was a survey of customer satisfaction and usage of the DoD EMALL. The second was an analysis of logistics information problems, needs and usage characteristics of DoD retail supply personnel. DLIS continued to provide research consultation to HQ DLA to assist in the design and operation of their overall customer satisfaction measurement program.

World-Class Customer Service

The Battle Creek Customer Support Center (BCCSC) achieved another successful year providing world-class service by responding to an average

of 5,000 calls weekly in less than 10 seconds, losing less than .02 percent of them, while maintaining a 96 percent level of customer satisfaction. The successful partnership of Government and private sector "agents" was instrumental in attaining this milestone. The BCCSC implemented 24/7 operations on September 12, 2001 in support of Operation ENDURING FREEDOM utilizing existing resources and volunteer shift personnel.

On April 6, 2001 the BCCSC reached a new milestone responding to its 500,000th customer call.

Keeping up with technology, the BCCSC was the first DLA activity to deploy a web-based application of Support Magic 7.0. The Support Magic database improved the call center agents' productivity by facilitating how they open and update customer requests, search for problem resolutions and view problem histories. The BCCSC continually strives to exceed this level of world-class performance.

Wireless Communication Capability Provided

To enhance their access to the Virtual Private Network (VPN), DLIS implemented a wireless capability for the CSRs located in the U.S. Each CSR received a cell phone and wireless modem to further extend capabilities of the VPN. Options are being explored to provide wireless capabilities to CSRs overseas in the near future. CSRs receive the highest priority when the BCCSC receives their calls.

Customer Visits

To get to know our customers better, several site visits were made to the Service Major Support Commands throughout the year. In addition, numerous visits were made to various Army, Air Force, Navy, and Marine Corps installations to discuss customer needs and current cataloging efforts and resolve any existing issues. DLIS also hosted 448 visitors; 45 were at the command level.

Reaching Our Customers

Quality Of Life Programs

Our workforce is an integral part of the joint warfighting team. We continue investing in quality of life programs that contribute to employee satisfaction, creating a work environment and climate that supports their well-being, satisfaction, and motivation.

Taking Care of Employees and Their Families

The Family Advocacy Program (FAP) reached a total of 3,027 participants in the prevention and education programs. Over 66 programs were offered to Battle Creek Federal Center Employees this year. FAP strives to meet the needs of the entire



Federal Center community by offering sessions on marital communication, parenting, stress management, anger management, and elderly parent issues to name just a few. A series of workshops on the book "Who Moved My Cheese" to assist employees handle change met with great success!

The Federal Center, along with other organizations, has been a sponsor in numerous community-wide initiatives such as the Domestic Violence Task Force, the Sexual Assault Task Force, and the Child Abuse and Neglect Council. This year the DLIS Deputy was honored to speak at the Domestic Violence Vigil, stressing the importance of prevention and education programming. Another successful countywide initiative addressed the issues of perpetrators, their re-entry into the community and continued follow-up and treatment.

The Relocation Assistance Program (RAP) is designed to raise awareness about relocating through education, counseling, stress management workshops, and referrals to community

organizations that can best fit their needs. The process of relocation and dealing with change is a number one priority. This year, the RAP assisted 171 new employees to relocate from surrounding areas.

On-Site Child Care Services

Meeting child care needs for Federal Center families has been a top priority. This year over 40 families attending our on-site child care facility were provided tuition assistance. The Child Care Coordinator participated on a DLA Process Action Team (PAT) to establish policy and guidance for all DLA Child Care Centers and shared information with other Government agencies at the annual GSA Child Care Conference.

Health and Fitness Activities

The Fitness Program was extremely successful as measured by increased employee participation in the various activities and events along with numerous facility and program improvements. Total program enrollment increased from 1,303 members last year to 1,500. Daily program usage averaged 340 participants. Program patronage was expanded to include spouses of Federal Center employees this year.

Approximately 500 employees took part in the annual Federal Employee Fitness Day. For the third consecutive year, the Stars and Stripes Federal Center Team placed first in its division in the community's annual Cereal City Corporate Cup. With six first place and three second place trophies, this year's Corporate Cup competition made the Stars and Stripes team twinkle with pride. Almost 150 employees on 20 teams participated in 14 different field events during the three-day competition.

Information, Ticketing and Registration (ITR)

The ITR Office is the point-of-sale for merchandise and other Morale Welfare and Recreation activities and events. The goal of this office is to reinvest generated Non-Appropriated Funds on new and exciting products and events for the Federal Center employees. A new high in sales was reached this year with an eight percent increase.

Due to the events of September 11th, the ITR Office showed support to the United States by selling patriotic shirts, flag decals, and pins. The patriotic items brought in over \$10,000 in sales. Throughout the year Federal Center memorabilia remains popular. ■

DLIS realizes the importance of being a good corporate citizen in the Battle Creek Community. Our employees continue to uphold a long-standing tradition of volunteerism. Through the generous contributions and support of all employees, families within the community receive a better quality of life.

Record Setting Combined Federal Campaign (CFC)

DLIS employees showed overwhelming support for the 2001 CFC. Prior to the start of the campaign, a record number of employees participated in a community wide "Day of Caring" volunteering their time at local agencies that receive CFC funding. DLIS joined the other Federal Center agencies to conduct fundraisers and other activities during the kickoff. DLIS donations totaled \$125,847, achieving 125 percent of the goal. This was an approximate increase of \$22,000 over last year's pledges. The Federal Center is highly recognized in the community due to these campaigns and the tireless effort and commitment of DLIS employees.



A Fun-Filled Halloween

Year after year, Federal Center employees participate in the Binder Park Zoo Boo held each October. Over 35 DLIS employees volunteered their time to work an event that provides a not-so-scary location for children to trick-or-treat. Zoo representatives reported that 40,599 people attended the autumn event. Various Federal Center organizations designed and decorated booths, furnished costumes and provided volunteers to pass out candy to children.

Special Olympics

Approximately 40 Federal Center employees were among the many volunteers who donated their time on May 11, 2001. The Special Olympics is an international program of year-round sports training and athletic competition for children and adults with disabilities. Opening ceremonies began with a Parade of Athletes; remarks by the DLIS Commander and Harper Creek High School's Athletic Director; a proclamation by the Mayor of Battle Creek; and a torch run by four of the athletes. Federal Center employees have supported this special competition for 20 years.

Blood Donations

During the four blood drives sponsored by the American Red Cross at



the Federal Center, DLIS employees donated over 424 pints of blood.

Helping Area Families

DLIS employees once again provided their overwhelming support to the Adopt-a-Family Christmas program. Ninety-three families were adopted consisting of 149 children and 136 adults. Employees support this Salvation Army Program by providing food baskets and gifts to promote a brighter Christmas for families in need.

Mentoring Local Area School Children

Each school year, DLIS employees have an opportunity to mentor/tutor children from Battle Creek area schools in support of the Adopt-A-School Program. This DoD program began under President Reagan. It

benefits the Government and community on several levels. Employees act as role models motivating students and enhancing their abilities, while presenting a "good neighbor" image to the community. For the 2000-2001 school year, 72 DLIS employees participated in school mentoring programs.

Computer Donations to Government Agencies and Local Schools

DLIS upgraded computers to newer, faster models last year. With the upgrade, DLIS transferred over \$2 million worth of used ADP equipment to the Military Services and other Government agencies enabling them to significantly improve their organizations' abilities to perform their missions. DLIS also donated \$195,833 in used ADP equipment to local schools in an effort to improve the quality of education for their students.

Community Support

Celebrating Diversity



Throughout the year we celebrate cultural awareness through various special emphasis activities and events. These programs create a climate for success as they recognize the unique talents each employee brings to the workplace.

Martin Luther King Remembered

Federal Center employees, local leaders, and guests observed the birthday of Dr. Martin Luther King, Jr. on January 12th, during the 17th annual program at the Battle Creek Federal Center. Reverend Craig Tatum, Pastor of the First

Salem Missionary Baptist Church, offered the invocation and benediction. The program featured Gerald R. Reed, National President of Blacks in Government, as the guest speaker. Mr. Reed encouraged attendees to observe the ceremony's theme, "Remember, Celebrate, Act, A Day On Not A Day Off!" His remarks centered on inspirational and political issues facing African-Americans since King's day.

Groundhog Job Shadow Day

The Federal Center hosted 100 sophomores from a local high school during Groundhog Job Shadow Day on February 2. Employees welcomed the students to their work areas, explained their careers and the importance of education. The students learned about cataloging, customer support, computer programming, Web site administration, physical fitness, printing, training, building security, and Equal Employment Opportunity.

African American Heritage Month Community Luncheon

A series of events celebrating the contributions of Americans of African heritage culminated with the African American Heritage Month Community Luncheon, on February 27th. This annual luncheon served the dual purpose of heightening awareness of vital aspects of our Nation's culture





while reinforcing the strong bonds between the local community and Battle Creek DLA organizations. Keynote speaker was Ms. Lorraine Johnson-Coleman, noted author, lecturer, and storyteller of Savannah, GA. She spoke on the theme, "Creating and Defining the African American Community: Family, Church, Politics and Culture." She inspired the audience of 225 employees and residents of the community about the survival of African Americans. Sojourner Truth Community Service Awards were presented to DLIS employees, Mr. Robert Holley and Ms. Vernita Williams.

National Women's History Month

The theme for this year's program was "Celebrating Women of Courage and Vision" setting a standard for women in the workforce. On March 14th, the program featured several senior level Federal Center women who spoke on the role of women in the military and Department of Defense. Keynote speaker, Jonnateen Siano, inspired the audience with her personal courage and vision. The event was enhanced with musical selections from the New Light Sign Language Choir from the First Assembly of God Church.



Asian-Pacific American Month Celebration

Federal Center employees celebrated various activities in May honoring Asian-Pacific American Month. The kick-off event included a "Taste Of Asia" with ethnic heritage food booths representing Korea, China, India, the

Philippines, and Japan. During the celebration, there were "Tae-kwon-do" demonstrations along with a performance by the Chinese Lion Dancers. Paul Y. Watanabe,

continued

Celebrating Diversity

Celebrating Diversity

Ph.D., keynote speaker, spoke on the theme "Emerging Together" at the formal program on May 17th. Chong Huiop Un performed a Korean Drum Dance and Kitty Horng & Dr. Li's Chinese Dancers demonstrated an Ancient Chinese Wedding Ceremony. Educational information was displayed throughout the Federal Center during the entire month.

Multi-Cultural Diversity Day

In partnership with the VA Medical Center and all Federal Center agencies, Multi-Cultural Diversity Day was celebrated on June 15th. The festival celebration included ethnic displays, food, music, and dancing. There were booths and displays representing eight different cultures, people with disabilities, famous women, and veterans. Each booth had a story to tell about unique traditions and cultures. An exhibit on tracing family trees was also included. Over 300 Federal

employees attended the event learning about different cultures to better understand one another

Hispanic Heritage Month

In September, DLIS held an employee seminar featuring guest speakers, Representative Mark Schauer, Michigan State House and Luz Benitez Delgado, Office Manager for Philanthropy and Volunteerism for Latin American and the Caribbean at the W.K. Kellogg Foundation. During the program eight local elementary, middle and high school students received a "Personal Growth Award." This honor is awarded to students who have overcome obstacles in order to help them grow, not only scholastically but also as a person.

Native American Heritage Month

The theme for this year's annual celebration "The Heartbeat of the People" honored the importance of

the drum to Native Americans. The drum is considered the heartbeat of mother earth in Anishinabe culture. The songs of the drum are used to honor, bless, thank, request healing from the creator, and always to call the people together. The Northern Sky Drum Troupe presented two sessions honoring the Native American Culture through music, dance, and dress.

Sign Language Classes

DLIS provided both beginning and advanced American Sign Language classes. The classes were scheduled twice a week for eight weeks during March and April. Thirty-three students attended the beginners' class and 12 students participated in the advanced. Students conversed with reasonable fluency with the hearing impaired using finger spelling, hand shapes, facial expressions, and simple sentences. At the conclusion of the classes, a recognition luncheon was held in honor of the students.



Women's Equality Day Celebrated

In recognition of Federal Women's Month the Federal Women's Program committee sponsored three Federal Resume Writing Workshops. Presenter, Kathryn Kraemer Troutman, leading expert in applying for Federal jobs, focused on the importance of marketing yourself through an outstanding resume. Guidance was provided which included valuable information and handouts on research, vacancy analysis, keywords and phrases, and resume writing tips. ■



Our success and accomplishments of the past year are directly attributed to the dedication and commitment of our workforce. Taking the time to recognize and award employees is one way of showing they are truly valued.

Scissor Award Recipients

The DLA Scissor Award signifies accomplishments in improving the quality of Government service for less cost, and acknowledges the achievements made to serve the American warfighter better, faster, and cheaper. This year DLIS received four awards:

1. The Central Contractor Registration (CCR) Team for reinventing the process for registering prospective contractors



doing business with the Government;

2. The DLA CSR VPN Team for improving communication services to the CSRs in the field, through the development of an international VPN enabling them to securely transmit data to authorized users via the Internet;
3. The BCCSC for creating a customer support center that improved service to customers while reducing costs; and
4. The CWT Database Team for the development of a database that effectively standardizes the collection of catalog data, monitors cataloger timeliness, accuracy, and completeness, and ensures worldwide customers' visibility of all cataloging transitions.



Javits-Wagner-O'Day (JWOD) Award

The JWOD program provides employment opportunities for more than 34,000 Americans who are blind or have other disabilities by orchestrating Government purchases of products and services provided by nonprofit agencies employing such individuals throughout the country.

Annually, this award is presented to Federal employees showing exemplary support of JWOD



programs. Mr. Norman LeBreton was recognized this year for the employment of 20 Americans with severe disabilities in the BCCSC through Peckham Vocational Services. These employees serve as level-one call agents responsible for answering and referring questions received from customers around the world.

continued

Recognition

Recognition



Government Computer News Award

DLIS was honored to receive the 2001 Government Agency Award at the 14th Annual Post Newsweek Government Awards gala in Washington, DC, on October 24th. Each year Government Computer News presents only ten awards for key Government IT achievements that improve cus-

tomers service to the American public through technology. DLIS was recognized for its successful implementation of the Support Magic Call Management System and related call center technology in the BCCSC. The implementation of Support Magic provides DLA with a comprehensive view of customer information, agency interaction, and accountability across the enterprise.

Recipient of DLA Recognition

In December 2001, DLIS was honored to receive two awards at the 34th DLA Annual Recognition Program. The first was presented to Mr. Steven Chu, the recipient of an individual non-managerial award for his work in meeting the goals of the DLA EEO Affirmative

Action Plan. He was instrumental in facilitating a job fair to benefit the hearing impaired community. Mr. Chu was responsible for the preparation of materials and delivery of the presentation, portraying a positive image of the DLA mission to the community. The second was awarded to a team for their development of the Virtual Representative (vRep™), a project supporting the DLA strategic goal of customer support. The team members focused on the objective of developing a vRep™ personality that would represent the DLA workforce. The vRep™ is an automated on-line personality that emulates the best in human customer service on the Internet, providing easier navigations to information than traditional methods, thus increasing the customers' options when seeking information or answers to questions. ■



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